A Participant's Guide to Zoom Meetings

5/12/20

Overview

1. Receiving the invitation
2. Joining the meeting
3. Participating in the meeting

You can participate in a Zoom meeting in several ways, even if you don't have a webcam. Mix and match the options below to get video and audio:

- Options for Video—Even if you don't have a camera, you can view other people's video using your computer, smartphone, tablet, or other device. You can also share your screen and view others' shared screens without a camera. If your device does have a webcam or other camera, you can transmit video of yourself as well.
- Options for Audio—You can listen to other people through your own computer or smart device. If your device has a microphone, you can speak to them. If you don't have a device with a microphone, you can also call in by phone.

1. Receiving the invitation
   a. The Invitation
      i. What Information Do You Need?
      ii. What does an invitation look like?
         A. **Meeting invite:** this will be either emailed directly by the host or auto-generated by Zoom. An invite from a premium account like Planning & Zoning uses will look like Figure 1:
            a. Remember, you can join Zoom meetings both online and by phone, so this invite has instructions for both.
            b. Circled in red at the top are the link and credentials for joining the meeting online. To join on a computer or other device, just click that link. If it asks you for the meeting ID or password, enter the numbers you see below the link.
            c. Circled in yellow at the bottom are the numbers and credentials to join by phone. As you can see,

Technology Services is inviting you to a scheduled Zoom meeting.

Topic: Historic District Commission
Time: May 13, 2020 04:30 PM Eastern Time (US and Canada)

Join Zoom Meeting
https://us02web.zoom.us/j/85232182451

Meeting ID: 852 3218 2451
Password: 450127
One tap mobile
+13017158592,,85232182451#,,1#,450127# US (Germantown)
+16465588656,,85232182451#,,1#,450127# US (New York)

Dial by your location
        +1 301 715 8592 US (Germantown)
        +1 646 558 8656 US (New York)
        +1 312 626 6799 US (Chicago)
        +1 346 248 7799 US (Houston)
        +1 669 900 9128 US (San Jose)
        +1 253 215 8782 US (Tacoma)
        833 548 0282 US Toll-free
        877 853 5257 US Toll-free
        888 475 4499 US Toll-free
        833 548 0276 US Toll-free
Meeting ID: 852 3218 2451
Password: 450127
Find your local number: https://us02web.zoom.us/u/kbwcwuuLGt

Figure 1- Invitation

there are quite a few phone numbers listed here. We recommend using any of the ones marked "toll-free." You don't need to find a different number using the link at the very bottom.
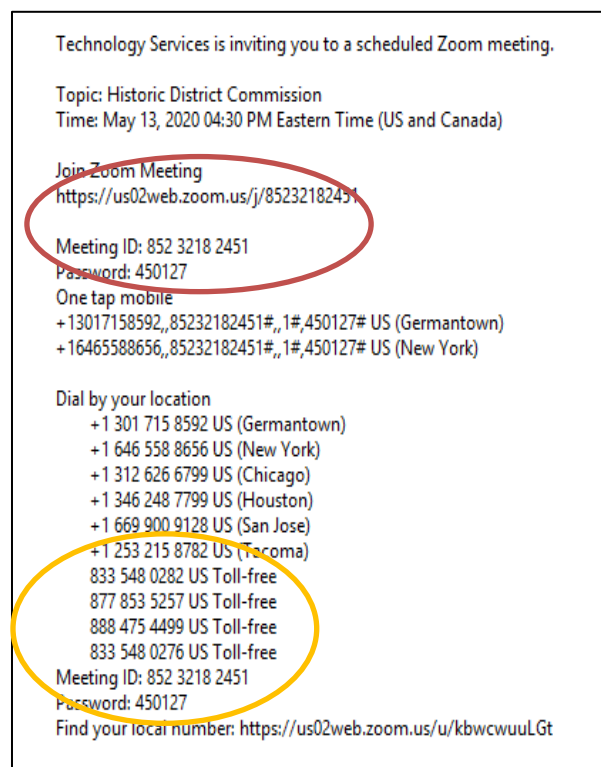
      d.   Once you call this number on your phone, key in the meeting ID and password when instructed by the recording. If asked for a participant ID and you don't have one, just press "#" to skip.

      e.   Meetings open to the public won't have a password.

B. **Registration request**: You might get one of these before the invite, or you might not get one at all. It depends on how the meeting is set up. You'll receive an automatically generated email from your host (Figure 2):
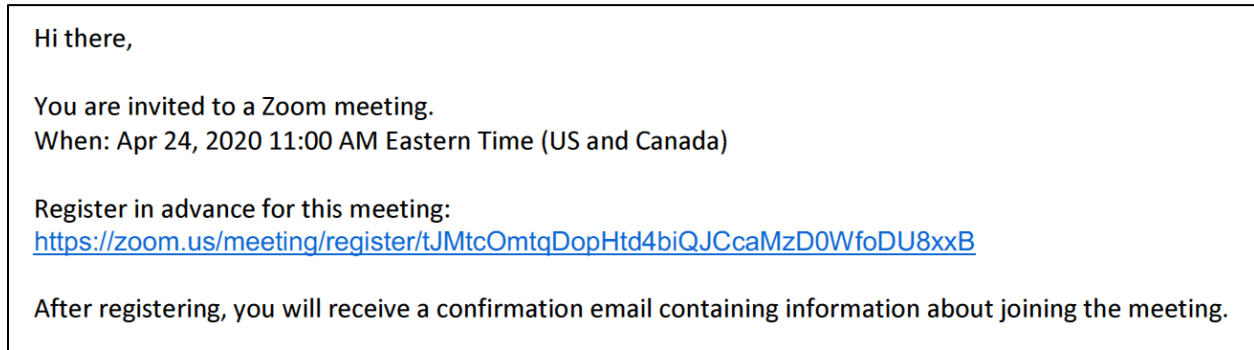
> Hi there,
>
> You are invited to a Zoom meeting.
> When: Apr 24, 2020 11:00 AM Eastern Time (US and Canada)
>
> Register in advance for this meeting:
> https://zoom.us/meeting/register/tJMtcOmtqDopHtd4biQJCcaMzD0WfoDU8xxB
>
> After registering, you will receive a confirmation email containing information about joining the meeting.

Figure 2- Registration

      a.   Click on the link to register for the meeting. Enter your name and any other requested information.

      b.   You'll receive a confirmation message with the specifics of how to join. The confirmation will be the normal invite seen in Figure 1.

b. Determining Your Tech Capability

    i.   To quickly check your capability, visit zoom.us/test. The website will automatically check your audio, video, and internet to run a test meeting.

    ii.   Required Equipment

      A.   To view others' video from your device, you can use a computer, smartphone, tablet or other device with internet. You also need the browser Google Chrome, which can be downloaded for free at google.com/chrome. Make sure Chrome is set as your default browser using Google's help guide on the subject.

      B.   To send your own video from your device, you'll need a webcam or other camera. This might be built into your device, or you may need to add one externally.

      C.   To hear others through your device, you'll need speakers or headphones and an internet connection. Again, speakers may be built into your computer or device already.

      D.   To send audio through your device, make sure it has a microphone or can pick up your voice. Most phones and laptops can do this already, but your desktop computer might need an external webcam to listen to your voice.

      E.   To hear and send audio from your phone, just dial in with any phone. Landlines and cell phones both work. It doesn't have to be a smartphone, and it doesn't matter who provides your service as long as your connection is good.

      F.   If you're not sure if your device meets the recommended baselines, check out this article from Zoom's help center. More info on what phones and tablets work can be found here in Zoom's help center.

    iii.   Determining Your Internet Speed

      A.   Rule of thumb: if you can stream video without interruption, you should be fine.

B. For group video calling, Zoom recommends at least 600kbps/1.2Mbps (up/down) for high quality video. For gallery view within group video calling, Zoom recommends at least 1.5Mbps/1.5Mbps (up/down).

C. To check your internet speed, go to fast.com.

2. Joining the meeting

   a. Video on a device:

Figure 3- Invitation Closeup

      i. You don't need to set up an account unless you plan on running meetings yourself. If you want to set one up anyway, visit zoom.us/signup. As of this writing, a basic account is free.

      ii. To join the meeting from your device, click on the link you received in your meeting invitation. Again, it should look like Figure 3:

      iii. If it asks you to enter the meeting ID and/or password, do it now.

      iv. If you haven't used Zoom before, the desktop application will automatically download.

      v. Regardless of whether you've used Zoom before, now click "Open Zoom" to continue (Figure 4).

      vi. Depending on the meeting's setup, you might be prompted to enter your name or other information. Enter the meeting ID and password when prompted.

      vii. You might see the meeting right away if you've used Zoom before. If not, the program will help you choose which video source, microphone, and speakers to use (Figure 5).

   b. Dial-In on a Phone

      i. Call the phone number listed in the invitation, then enter the meeting ID using your keypad when prompted. If asked for a participant ID or password and you don't have one, just press #.
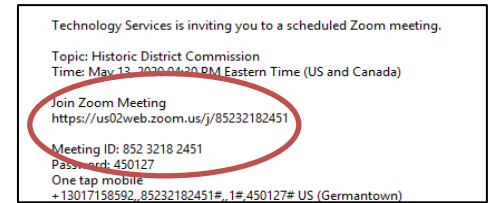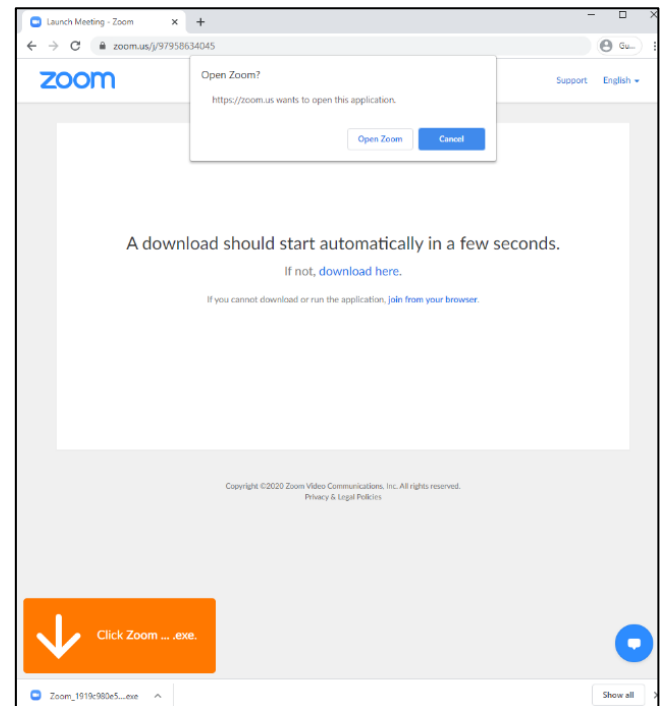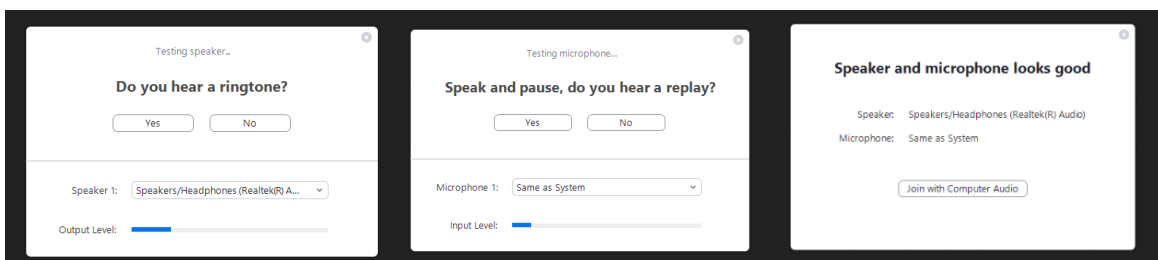

Figure 4- Zoom Download

Figure 5- Testing Speaker and Microphone

3. Participating In The Meeting
    a. Dial-In By Phone
        A. Muting and Unmuting Yourself- You can mute and unmute yourself by pressing *6.
        B. Raising Your Hand- You can raise and lower your hand by pressing *9. This will alert the moderator that you'd like to speak.
    b. Joining On a Device
        i. Changing View
            A. By default, Zoom shows "Speaker View," with one participant, whoever is speaking, in a large window, with a few other participants shown in smaller videos at the bottom. If you'd like to view everyone at once, you can use "Gallery View." To change the view, click on the name in the top right corner (circled in red in Figure 7). If you'd rather keep someone onscreen no matter who is talking, you can "pin" them to your screen (Figure 6) by right-clicking on their window and selecting "pin video."
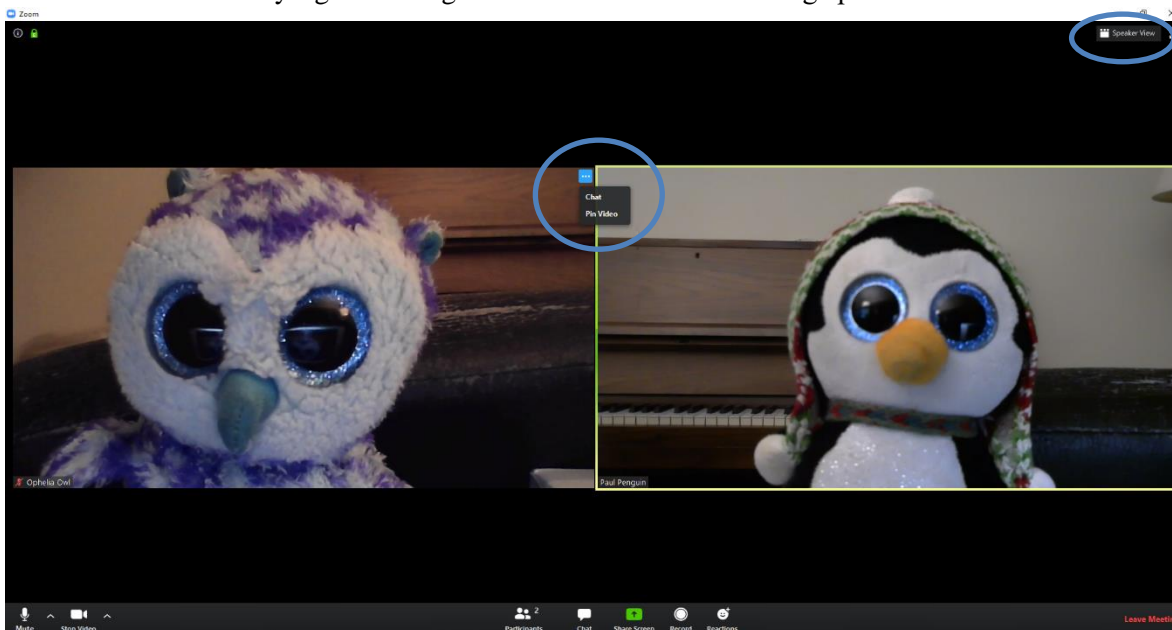
Figure 6- Views and Pinning

        ii. The Participant Screen (Figure 7)
        iii. Muting and Unmuting Your Audio and Video (circled in yellow in the bottom left of Figure 7)
            A. You can mute your own audio when you're not speaking to avoid unintentionally making distracting sounds. You'll be able to hear others, but they won't hear you. Remember to unmute when you're ready to speak.
            B. You can also mute your video. You can see others, but they can't see you.

Figure 7- The Participant Screen

      iv. Changing Background (Figure 8)
             A. In the Video menu (circled in yellow in Figure 7) Zoom lets you replace your background with either a stock image or an uploaded image of your choice. Be careful using a background as you will disappear if you move too far backwards.
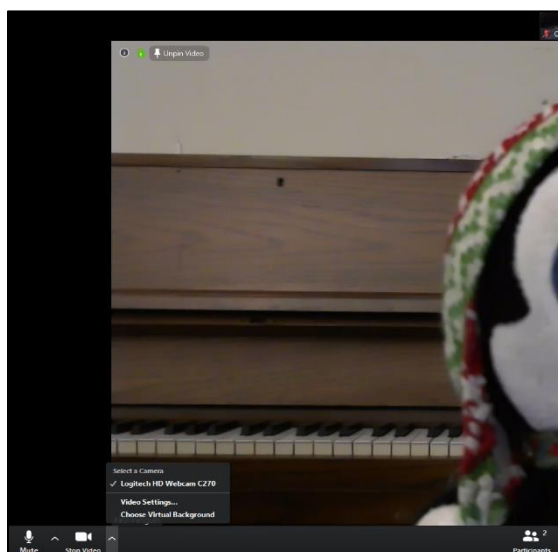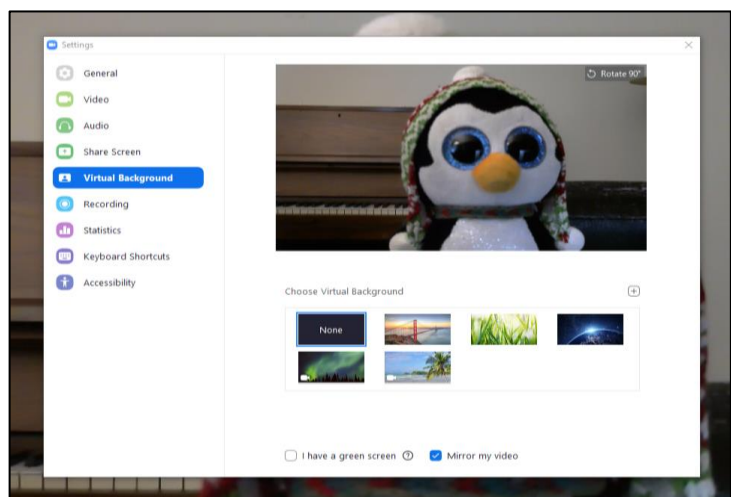

Figure 8- Changing Background

v.   Participants Pane (Figure 9, and the leftmost button circled in blue in Figure 7)
   A.   The Participants pane shows you who is participating in the call. It will also show you if any participants are sharing their screen or have their audio or video muted.
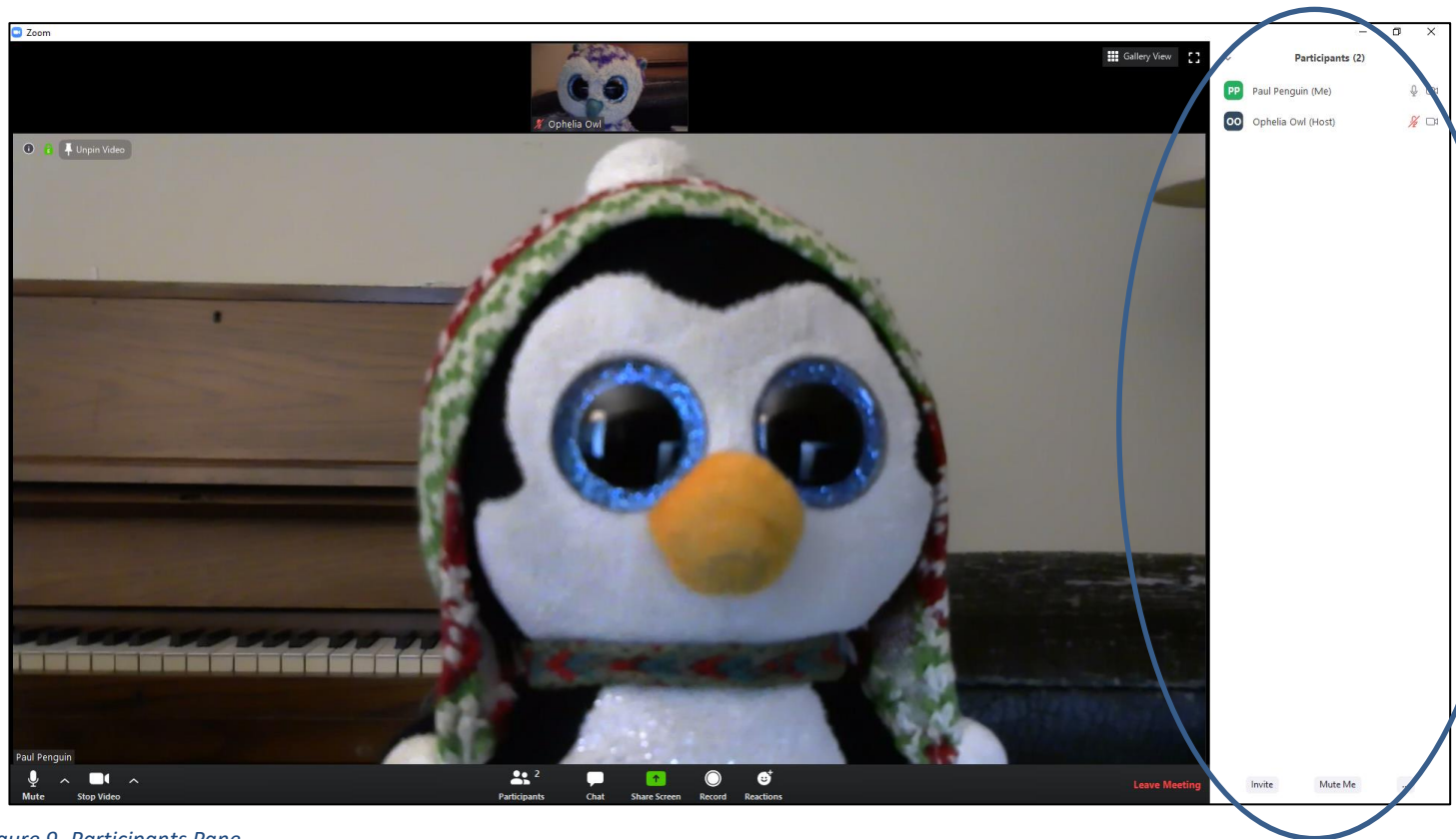
Figure 9- Participants Pane

B.   Raising Your Hand (Figure 10)
   a.   This feature is found in the Participants pane (Figure 9).
   b.   To avoid multiple people talking at once, you can raise your hand to indicate you'd like to speak. You can wait for the host or moderator to "call on you," or put your hand down on your own.
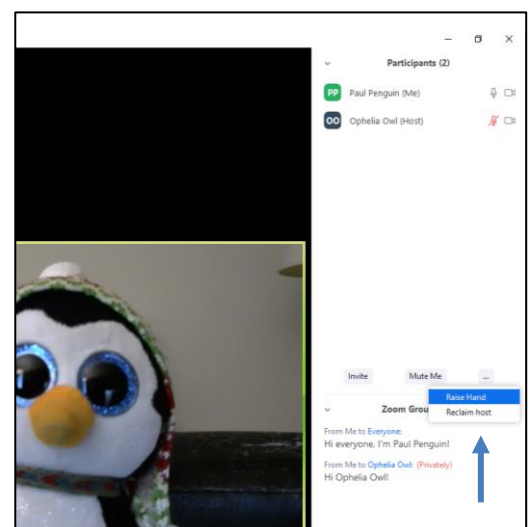
Figure 10- Raising Your Hand

    vi.   Chat Pane (Figure 11, and the second to the left button circled in blue in Figure 7)

        A.   The Chat pane allows you to view messages sent by others, or to send messages to the host, all participants, or just one participant. This is helpful for sharing links.
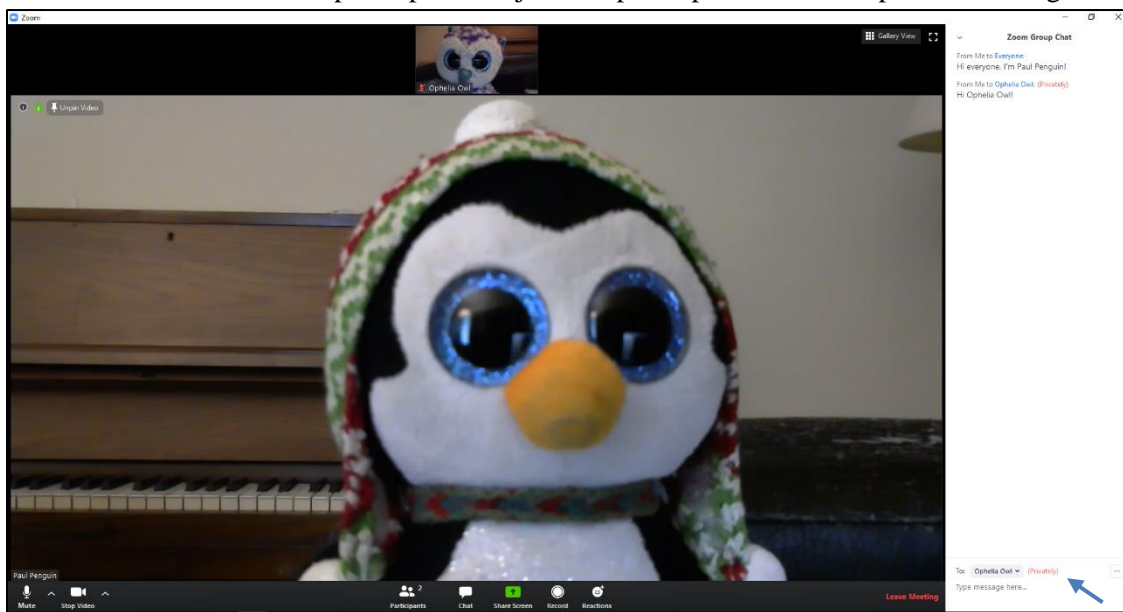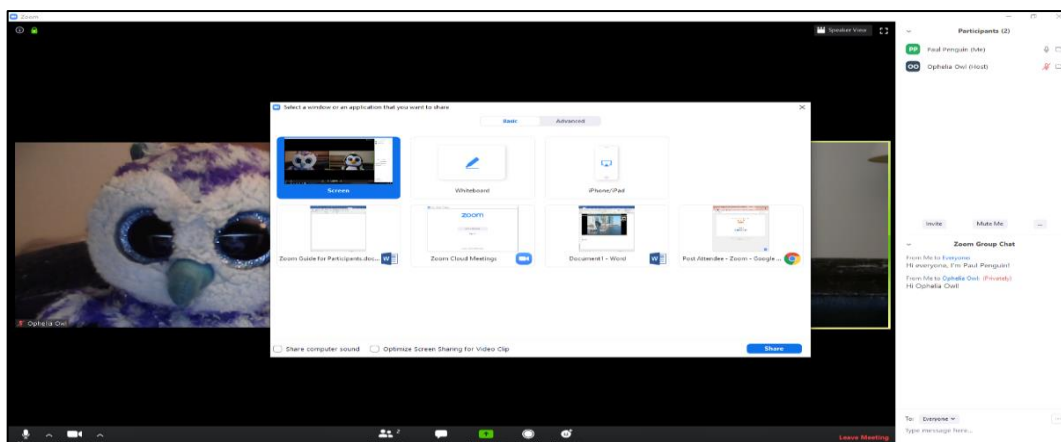

Figure 11- Chat Pane

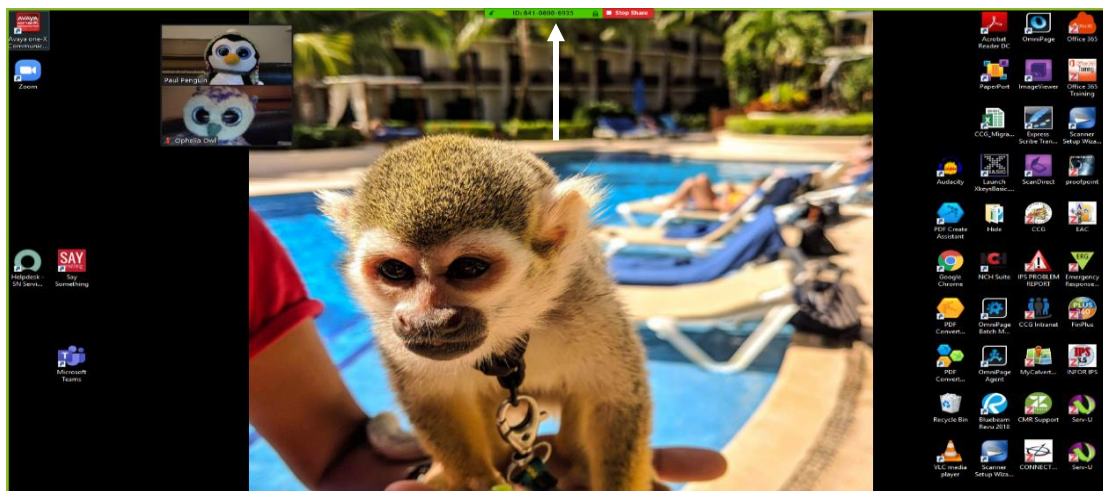*Figure 12- Beginning to Share Your Screen*

Figure 13- Sharing Your Screen

      vii. Sharing Your Screen
- A. If you'd like to show something on your screen such as a presentation, use the "share screen" button (the green button in the middle of the row circled in blue in Figure 7.) If you have multiple windows or programs open, it will ask you to choose between those, but to keep it simple, just select "screen" (Figure 12). Now the audience can see exactly what you do (Figure 13). To stop sharing your screen, click on "stop share" in red in the top middle of the screen.
- B. With the permission of whoever is doing the screen sharing, you can request to take control of their screen. In Figure 14, Paul Penguin requests control of Ophelia Owl's screen so he can add to a document she's working on. In Figure 15 he'll return control.
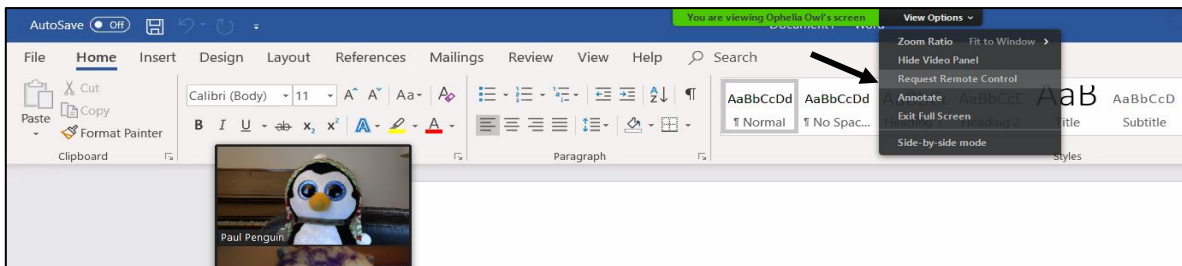

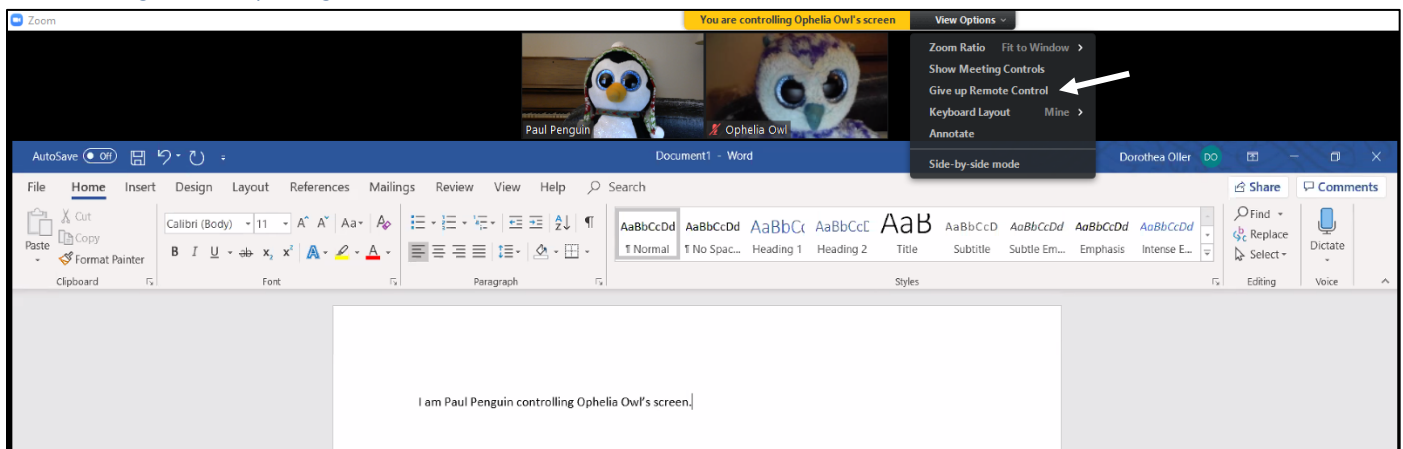*Figure 14- Requesting Remote Control*

Figure 15- Giving Up Remote Control

     viii. Recording The Meeting (second from the right button circled in blue in Figure 7)
- A. Zoom allows you to record a meeting's video and audio in two ways: first, the host could set the meeting up to record automatically from the beginning; or second, anyone in the meeting can begin the recording. When a meeting is being recorded, you'll see it noted in the top left corner next to a red light.

      ix. Reactions (rightmost button circled in blue in Figure 7)
- A. Using the Reactions button, you can send either a thumbs up or thumbs down icon. This is helpful for an informal "what do you think of X?" poll.

c. Leaving the Meeting
- i. Click on "leave meeting," circled in white in Figure 7's bottom right corner.

d. Etiquette and Best Practices
- i. When you first introduce yourself, you say what department or organization you're from.
- ii. Introduce yourself every time you speak out of courtesy to those who might not have video.
- iii. If you have something to add when another is speaking, use the raise hand function.
- iv. Mute yourself when you're not speaking.
- v. Try to find lighting in front of you, not behind you, and bright enough to see your face.

vi.   If you'll be recording the meeting, announce it aloud at the beginning of the meeting.

vii.   If someone else nearby is participating in the same call, close a door between you so there's no feedback or echo.